

JOB DESCRIPTION

Role:	Special Projects Team Member
Location:	Variety on offer
Contract Type	12 months Fixed Term Contract
Hours:	Full & Part-time positions
Responsible to:	Regional Manager / Regional Team Leader
Objective:	To consult, engage with and work with service users, providers and other agencies to develop a wide range of innovative services that meet the needs of service users.
Salary:	Up to £27,000 depending on experience (pro-rata for part time)
Holiday:	25 days per annum plus public holidays (pro-rata for part time)
Probationary period:	The post is subject to a six-month probationary period

User Voice is a unique and values-based organisation. This means that it places its mission and its end goal - engaging with service users and giving them prominence in the process of the improvement of criminal justice services – at the heart of everything it does. Our values are described below, and they and associated behaviours provide the framework for growing and managing the organisation.

- Ordering Chaos
- Optimism
- Resilience
- Authenticity
- Democracy

We are committed to making the criminal justice system work for everyone. Our unique approach is designed, deployed, and delivered by former service users working alongside current service users and providers. We have been delivering significant change in the Criminal Justice System for a decade and bring about transformation for: institutions, individuals, and the agenda – so the system can work for everyone. We believe the experience of users is vital for positive change.

There are three key areas of behaviour that relate to working at User Voice:

- As somebody with lived experience of the criminal justice system, how you behave and conduct yourself in all aspects of life
- Your life is manageable, and you can prove it
- You are passionate about helping other people

User Voice's Special Projects Team is responsible for the successful delivery of consultations, by engaging with a diverse range of service users, including vulnerable children, young people, and adults with different experiences within the community and secure settings. The team will have a range of complementary skills in order to achieve these aims, including service user and provider engagement, project mobilisation and management, administration, and developing current and future workforce at User Voice.

This is a new, demanding, exciting, rewarding job with a focus on people, projects, developing our workforce and outcomes. You will join a dedicated organisation and dedicated team with outstanding line management and opportunities to grow and develop. This job will include, not exhaustively:

Consultations

- Service user engagement and recruitment, with vulnerable children, young people, and adults, including through interviews, presentations, surveys, focus groups and workshops
- Staff and stakeholder engagement, including statutory and voluntary sector partner agencies, through interviews, presentations, staff meetings and individual meetings
- Managing, motivating, and training volunteers, including providing clear activities, support and managing the risks involved.
- Ensuring we are working with a diverse group, representative of any respective community
- Aiding retention of volunteers by building and sustaining trusting professional relationships
- Co-ordinating activity, expenses, and travel for a group of volunteers
- Providing weekly activity reports and assisting regional manager and Head of research with completion of reports as required internally and externally to our commissioners
- Gathering insight and feedback from volunteers and project participants
- Keeping accurate and up to date records, including project participants contact and activity details (where relevant), levels of engagement, an electronic diary and diversity and equality monitoring data and identifying and accurately recording impact and outcomes
- Communicating positive outcomes
- Accurate recording and tracking of project outputs
- Managing volunteer expectations around employment with User Voice
- Identifying and sharing any business development opportunities that arise through our activity and engagement with commissioner and wider stakeholders

Project Mobilisation

- Supporting the project planning and mobilisation of new contracts and consultations
- Supporting the planning and facilitation of project launch events
- Supporting the induction and initial training of new delivery staff through training, individual meetings, workshops, and work shadowing.

Staff Development

- Contributing to the content and design of organisational and resources
- Playing an active role in the design and delivery of staff training across the organisation
- Supporting the development existing staff through training, individual meetings, workshops and work shadowing.
- Group facilitation, including meetings, focus groups, workshops
- Representing User Voice at regional and national forums, conferences, and events

In addition, the post holder will be required to perform other duties which are assigned from time to time to meet need. However, such other duties will be reasonable in relation to skills, abilities, and grade. Flexible working hours will be expected in order to accommodate varying travel distances and engagement opportunities including unpaid work and late-night reporting.

Some of the things against which your effectiveness and performance will be measured and through which you will be able to demonstrate and develop your skills are:

- Volume, quality, and diversity of engagement
- Engagement with external agencies & commissioning staff
- Quality of relationships
- Timeliness and success of consultations and project mobilisation
- Accuracy / frequency of data capture & entry
- Accuracy / frequency of reporting
- Resources Management

Become part of a vibrant team living our values. You'll get an experience like no other with the chance to fast forward your career. We will offer career enhancing opportunity, encouragement, and support to develop new skills in the process.

All employment is offered on the basis of skills, experience, merit and need

Disclosure and Barring Service (DBS) checks: This post is subject to an enhanced criminal record disclosure check via the new Disclosure and Barring Service (DBS) processes, as the post holder will have regular unsupervised access to vulnerable adults, young people and/or children. The purpose of the check is to ensure that the nature of the applicant's criminal record, considered alongside

evidence of the applicant's rehabilitation, does not indicate that his or her employment in this role would put current service users at risk.

This post may also be subject to the successful completion of the relevant prison and or probation standard plus security vetting process.